



# The Human Touch

[www.dhs.state.ut.us](http://www.dhs.state.ut.us)

June 1999

TOGETHER WE MAKE A DIFFERENCE



## *From the Executive Director*

Robin Arnold-Williams

## Answers to Questions

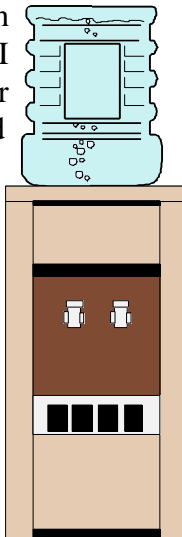
I appreciate the excellent response to our recent employee survey, both in the numbers of people who filled out the form, and those who included written comments or questions. I have been studying those comments plus other questions I've received by email since then. Here are my answers on some of the commonly asked topics:

- *Why did you require us to give up bottled water dispensers in our office?*

If I leave no other legacy with the Department of Human Services, I guess I'll at least be known for corking the flow of money into bottled water. Believe me when I say that I am *not* opposed to having employee-funded bottled water dispensers in our offices, or newspaper subscriptions, etc. My discomfort is with using the very limited resources we have to pay for these kinds of perks. During the last fiscal year, DHS spent about \$46,000 on bottled water. That's more than enough money to pay the salary of a case worker, plus benefits. That case worker could be serving 10-20 children or adults needing help. We're not talking about \$4.50 for a bottle of water. It's really \$46,000 worth of services to people.

- *Why wasn't my job classification included in the last "market survey?"*

Some of us who have worked for state government for years may remember "classification studies" (also known as "desk audits") which were performed every three years. That process is no longer followed, in favor of market comparability studies. Any job classification may be influenced by



the market comparability survey each year, if at least indirectly.

Here's how it works.

The Department of Human Resource Management has selected about 125 "benchmark positions" which are compared with the pay and benefits offered for those jobs by other public and private employers. Your job is included in a "family" of positions that are tied to one of these "benchmarks."

For example, a DCFS Caseworker is tied to the benchmark position of "Social Service Worker," which is salary-surveyed each year. If the survey shows the Social Service Worker job warrants an increase, then the Caseworker position gets an increase, too, along with all other positions tied to that benchmark. If your position received no market comparability increase for a given year, it's because the survey of the benchmark position you are tied to failed to warrant an increase.

- *Was the employee survey truly anonymous or did it carry some identification? In a small group anonymous responses could create repercussions.*

On the top of the survey you were asked for which division or office you work. The question was optional - not requiring a response. But even if you did respond, as the written comments were sorted, the only designation was by division or office - e.g. all those who marked DCFS. There is no way to identify individual employees or even individual buildings from the reports. While it is very important in a large organization like DHS to gauge employee satisfaction



by office or division it is also critical that employees can respond without personal identification. The results of the survey, both numerical and written, were given in aggregate form to division and office directors. No names are attached to any comments or responses.

I would like to continue this interactive discussion between each of you, me, and the division and office directors. Starting next month The Human Touch will feature a “letters to the leaders” section call *Tell Me Why*. Email your questions through GroupWise to DIRDHS, or from your home computer to [dirdhs@state.ut.us](mailto:dirdhs@state.ut.us) (or just use regular mail to the address on this news letter). We'll publish answers to your questions in The Human Touch.

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## CRIMINAL BACKGROUND SCREENINGS

The Office of Licensing conducts over 60,000 background screenings each year to protect children and vulnerable adults served by licensed programs. The Department takes a strong stand to protect clients. Not only must all contracted programs meet licensing standards, some DHS programs are screened as well. In addition to screening employees of licensed programs, background checks are done also on volunteers, board members, frequent visitors, and program co-owners.

OL screens in two areas: criminal background and abuse background. For abuse, the database administered by the Division of Child and Family Services is accessed. “Hits” are reviewed by a DCFS/OL Committee to determine if the person still poses a threat to children.

Another database administered by the Division of Aging and Adult Services is accessed for abuse against vulnerable adults. For criminal histories, OL operates under an agreement to access the Utah state database administered by the Department of Public Safety. Persons with felonies and some misdemeanors are immediately barred from programs. Other criminal records are reviewed by a inter-divisional committee. People who have not lived continuously in Utah during the past five years undergo further criminal screening via a national check which requires sending fingerprints to

the FBI.

Some “real life” anecdotes may help explain why the background screening is vital to the people served by the Department. All persons needing to be screened submit a form where they are asked to report whether or not they have ever been convicted of a crime. Following are some records of people who wrote “NO”:

- ! An applicant with 23 arrests and 19 convictions, including numerous felonies and incarceration in the State Prison.
- ! An applicant with no Utah record, but several felony convictions in two other states. The applicant explained he did not disclose them because he had “done his time.”
- ! An applicant who reported that his criminal child abuse conviction should not be on his record because it was his biological child.
- ! An applicant who said his rape conviction should not count because his victim forgave him.
- !

Most criminal problems relate to DUI, drug abuse, and retail thefts. Assaults are on the increase, including domestic violence. Felonies are rare, but the Criminal Background Screening unit has recently seen applicants with convictions for rape, forgery, theft, burglary, and felony assault with a weapon.

While the paper work and processing of DHS licensing applications may seem to be an inconvenience for some applicants, the wait is worth reducing the risk to our clients posed by a few potentially dangerous providers.

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## FOSTERING THE ARTS

May is National Foster Parent Appreciation and Awareness Month. The DCFS Tri-

region sponsored a "Fostering the Arts Gallery" featuring artwork, poems, and essays

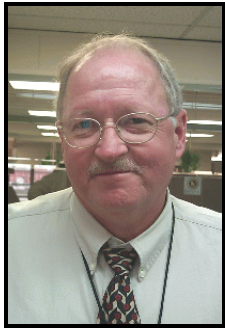


created by children in foster care in honor of foster parents.

The Art Gallery was held Saturday, May 15, 1999 from 9 am - 2:30 p.m. at 7950 South Redwood Road. Foster Parents attending the gallery were eligible for a drawing for door prizes donated by local businesses.

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## STATE OF UTAH LEAVE POLICIES



by Bob Hunt, DHS Office of Human Resources

The State of Utah has generous Leave Policies available for our employees. Here's a primer on some of the various types of leave and how they are accrued.

### Holiday Leave

Utah provides 11 paid holidays throughout the year. A holiday is 8 hours.

### Annual Leave

Employees are now provided between 13 and 19 ½ days of annual leave per year. This leave is accrued or earned beginning at 4 hours per pay period (two weeks) for zero through 5 years of service, and increasing to 5 hours beginning the sixth year of service through ten years. After that employees receive 6 hours of annual leave per pay period beginning the eleventh year of service. A proposed rule would increase the annual leave accrual beginning in July 1999 to 7 hours per pay period beginning the twenty first year of employment.

### Sick Leave

Employees accrue 4 hours of sick leave per pay period or 13 days per year.

### Converted Sick Leave

As an incentive to reduce sick leave abuse, employees are allowed to convert a portion of unused "sick leave" to "converted sick leave." The converted sick leave may be used as annual leave, regular sick leave, or as paid up medical insurance at the time of retirement. If an employee leaves state service and does not retire, he/she is paid out for the annual and

converted sick leave at the rate of pay the employee was making at the time he/she left state service.

To be eligible for converted sick leave, an employee must have an accumulated balance of at least 144 hours of unused sick leave at the end of the last pay period of the calendar year. Only a maximum of 40 hours is eligible for conversion each calendar year. The number of "sick" hours used in a calendar year is deducted from 40 hours to determine the number of hours eligible to convert. An example is that an employee uses 16 hours of sick leave in a calendar year and she began the calendar year with 160 hours of unused sick leave. She then may convert 24 hours (40 less 16) from sick leave to converted sick leave.

### Funeral Leave

Employees may receive a maximum of 3 days or 24 hours funeral leave per occurrence with pay at management's discretion to attend the funeral of a member of the immediate family. Funeral leave may not be charged against accrued sick or annual leave. "Immediate family" is defined in the Human Resource Rules.

### Military Leave

Employees who are members of the National guard or military reserves are entitled to military leave not to exceed 15 days per year, without loss of pay, annual leave, or sick leave.

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**Are you a QT?**  
**... a "Quality Team"**

If your work unit is a quality team striving for efficiency, continuous improvement and customer satisfaction, it's time for you to apply for the 1999 Utah Quality Service Award. **The deadline is 15 June.**

"How-to" seminars, guidelines and tips are available to make the application process easy. Call or email Con Whipple, DHRM, (801) 538-3067, for information and to request a hard copy or disk copy of the award handbook.

The Utah Quality Service Award is designed to recognize State work units who have met Governor Leavitt's challenge to "Create Customer-Driven Government" by providing faster, better and



more cost efficient services. Awards will be presented to recipients at the Governor's Conference in September. Encourage **YOUR QUALITY TEAM** to apply!

### **ELIGIBILITY CRITERIA**

A work unit must meet the following conditions:

- Be a sub-unit of a department within the Executive Branch of Utah State Government;
- Have a clearly identified leadership structure within the specific organization;
- Have its own defined mission;
- Have defined customers;
- Include a planning function in carrying out its mission;
- Have results that are linked to the activities carried out by the organization; and
- Have a majority claim on the people and other resources involved in the organization mission (i.e., this is not a part-time work activity or project for the majority of those involved)

## **VOLUNTEERS MAKE A DIFFERENCE AT STATE HOSPITAL**

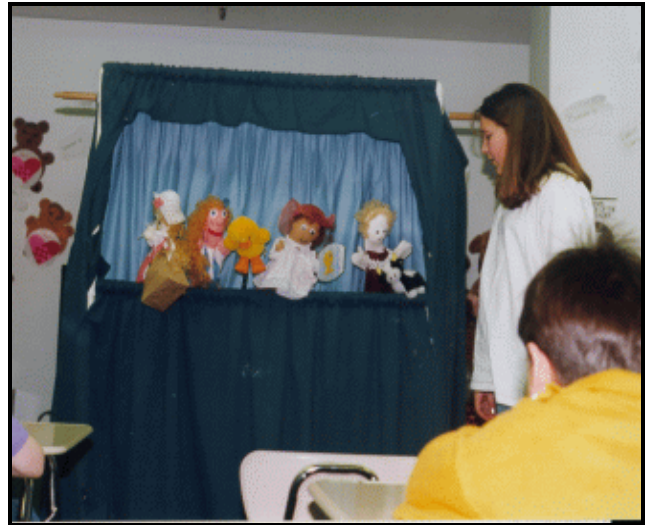
by Shawna Peterson, State Hospital Volunteer  
Director

Volunteers have played an important role in the history of the Utah State Hospital since the inception of Volunteer Services in 1951. Gray Ladies and Gray Men were the first to volunteer their time regularly by assisting with Sunday worship services, dances, and other outside activities. Early volunteers provided social and community contact for patients.

Today volunteers still play an important role at USH by providing social interaction, acting as role models, and by offering their time and talents. Volunteers provide that "something extra" that patients would miss without their efforts.

During fall and winter semesters at BYU more than 200 volunteers are oriented and assigned to one of fourteen areas throughout the hospital. These areas include: occupational therapy (Excel

House), physical therapy, tutoring children, helping in the hospital beauty shop, working in the patient library, and helping with recreational therapy activities, and others.



Church group provides puppet show for patients

Volunteer Activity Night is a new service which offers various activities each Tuesday evening. Volunteers use their skill and creativity by helping patients with arts and crafts, game night, dances, and special activities like Mardi Gras Night, pumpkin decorating, Bingo Bash, World Records Night and many others.



Cub Scouts volunteer to help clean up the Castle at the State Hospital

The number of USH volunteers has increased during recent years. In 1998 there were 837 volunteers who provided some 30,000 hours of service. The Foster Grandparent Program has six seniors who work with the children in the classrooms and provide a morning breakfast to help

ready them for school. The Retired Senior Volunteer Program (RSVP) has a very active organization with forty ladies who make beautiful quilts and donate the proceeds to a patient fund. This money has meant the difference between braces and crooked teeth for several of the children, improved walking for some patients, and improved vision for others.

Midge Patrick and Ruth Johnson have been volunteering at the USH Clothing Center for six years. They arrange for used clothing donations, sort and clean the donations, and run a small clothing store for the patients. This clothing store offers the patients a chance to select their own clothing and to have some independence while still living at the hospital. Donations of cash are used to supply new underclothes, socks, shoes, etc.

The Forgotten Patient Christmas Project is a program that asks local community members to help provide Christmas for our patients. When an individual or family contacts the hospital, they are given the name of a patient and asked to provide a few gifts for their patient. This project has been successful over the past 30 years because of the uniqueness of the program and the feeling the sponsors have that they are helping a specific person. Some sponsors continue to correspond with the patient after the "official" project is completed. Our patients benefit from this contact by knowing that someone is thinking about them and that someone cares.

Another project that has been very successful is our "Birthday Bag" program. The hospital supplies empty gift bags which various groups from the community fill with a few small items. On patients' birthdays each one receives a coupon to redeem at the library. Patients are excited about the birthday bags and greatly enjoy the birthday greetings, cards, and letters enclosed with the gift bag. This project is a fun way for youth groups, Eagle Scouts, school groups, and church groups to get involved at the hospital.

Volunteers have been and continue to be a very important and appreciated service to the patients at the Utah State Hospital. If you are interested in volunteering or have a group that would like to participate in a project, please call Shawna Peterson, Volunteer Director, at 801-344-4254.

## ORS WORKERS HAVE A WAY OF WINNING

*Dollars & Sense*

Once again an Office of Recovery Services employee has come up with a great money saving tip and is the *Dollars & Sense* winner of the \$100.00 incentive award. Joyce Allred submitted a valuable suggestion that looking up phone numbers on the Internet saves lots of money over using 411. In her money-saving suggestion Joyce said, "In the process of reviewing the ORS' phone bill, I discovered something that I thought was interesting, as it relates to saving money." At ORS "each time we dial 411 for directory assistance, it costs the state \$1.00." One sample month (February 1998) Joyce pulled the 411 calls and they totaled \$770.00. If every month had that amount, that would mean ORS was spending over \$9,000.00 per year for 411 calls.

Joyce suggested a more cost effective way of finding people/phone numbers is to use the Internet (in fact, it's free!). ORS has compiled a list of useful locate tools, which in most cases are available at no cost: see [www.ors.state.ut.us/locate](http://www.ors.state.ut.us/locate). Joyce thought, "many of these resources would be helpful to other DHS programs." Thanks Joyce for sharing a great idea!

The Human Touch welcomes efficiency and cost cutting ideas from any employee (not just ORS!) Submissions are judged on the basis of demonstrable savings, potential for department-wide use, and original thinking. Please email any *Dollars & Sense* suggestion to Randy Ripplinger if you want to be in the running for the \$100.00 incentive award in the coming months.

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## HAVE I GOT A (Y2K) DEAL FOR YOU!

You don't have to wait for until 1 January 2000 for the Y2K bug to bite. It may find you at the office or at home any day now! Perpetrators of Year 2000 consumer scams are already taking their victims.

In this chilling account of millennial to-good-to-be-true deals, DHS Y2K Project Manager John Fuller tells how the con-men take advantage of Y2K to swindle everyone from investors to anyone who

has a checking account. You can get some personal Y2K protection by reading this instalment of the "Y2K and You" series on the Internet at [www.dhs.state.ut.us/edo/employee/y2k.htm](http://www.dhs.state.ut.us/edo/employee/y2k.htm)

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## SAVING DOCUMENTS CREATED IN WORD 97 TO WORDPERFECT

Tech Tip by Janice DeVore

The Department of Human Services has adopted Microsoft Word 97 as the department standard for word processing beginning June 1999. During the transition, users will be sending Word 97 documents to other users who are still using WordPerfect. In order for them to read Word 97 documents in WordPerfect 6.1, the document will need to be saved in a WordPerfect 5X for Windows format in Word 97.



### Steps:

1. A document is **created and saved** in Word 97 with a .DOC extension.
2. Click **File, Save As** on the menu bar
3. Click the **Files of Type** drop down arrow and select WordPerfect 5X for Windows (\*.doc).

Word 97 uses the long name (255 characters), WordPerfect 6.1 is 8 characters, so you will want to use 8 characters for naming the WordPerfect document.

**NOTE:** Even though you are saving it as a WordPerfect document, the document will have the extension of .DOC rather than .WPD.

### Opening the document in WordPerfect:

Once you have opened the document, made your changes, and save, a dialog box will be displayed. Choose the option to save the file in WordPerfect 6.0/6.1 and click **OK**.

**NOTE:** Only simple documents created in Word 97 will be successfully saved in WordPerfect formats. Documents with tables, boxes, graphics, unusual

fonts, etc., will likely experience difficulties in the transition.

### Opening a WordPerfect 6.1 document in Word 97:

1. When you save the document a message will be displayed asking you if you want to save the document in a Word format.
2. Click on **Yes**, and the document will be saved in a Word 97 format.

**NOTE:** After you have saved the WordPerfect document in a Word 97 format, if you try to open the document in WordPerfect, will give you a message that it is an unknown format.

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## DHS JUNE 1999 CALENDAR

- 5 **Utah Federation for Youth, "Safe Night"**  
Party Call us at 801-538-4266
- 7 **New Employee Orientation**, DHS Admin.,  
Room 129, Shannon Pruett, 538-4353
- 20-25 **University of Utah School on Substance Abuse**, Sue Langston at (801) 575-2181
- 22-23 **Supervisor Training Series, Leadership Skills 1 & 2**, DHS Admin., Room 129,  
Shannon Pruett, 538-4353
- 24-25 **9th Annual Domestic Violence Conference**, Salt Lake City, contact Utah  
Prosecution Council, 366-0202)
- 26- July 4  
**Utah Federation for Youth Peace Trees**  
Project, 120 North 200 West #103, Salt  
Lake City, Utah 84103, or call 800-811-  
5733

## The Human Touch

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**Robin Arnold-Williams**

**Executive Director**

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